Your comment, complaint
or suggestion

Please detach and return to:
Northern Carers Network Inc.
P O Box 1538
Davoren Park South
S A 5113

Northern Carers Network Inc

130 Peachey Road
Davoren Park
S A 5113

Telephone 08 8284 0388

Fax 08 8284 0399

e-mail *ncn@chariot.net.au*

Hours: 9:00am-5:00pm
Monday to Friday

Comments & Complaints

Learning from Carers

northern carers network

Complaints Comments
&
Suggestions
About your Network

Making a Comment or a Suggestion

Ring the Northern Carers Network 8284 0388
This is the quickest and easiest way for Carers throughout the network area to get in touch with us.

Drop us a line or send an e-mail
You may prefer to send us a written comment or suggestion.
We promise a speedy acknowledgement.
Writing about something often helps to clarify it in your mind.

Letter to the Editor
We welcome letters which can be published in our monthly newsletter-*The Pulse of The North*. This way you can share your comments and suggestions with other Carers and encourage them to do the same.

Use the Feedback Form
Please feel free to use the tear-off form and either drop it into the Network office or post it back to the Northern Carers Network Inc.

Your Comments Matter

The Northern Carers Network aims to provide a quality service to all Carers.

An important way we can improve our service is to listen to the people who use it.

We want to hear not only your praise but also your comments , complaints and suggestions.

This helps to improve the service not only for you but also for others.

All complaints are welcomed and seen as a means to improve service provision

How to Make a Complaint

You may prefer to come in and speak to the staff member responsible for your concern face -to-face, or by making an appointment with the Network Manager to discuss your concerns.

Phone 8284 0388

You can also make a complaint by:

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- **Writing a letter**
- **Using this tear-off form**

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A further step would be to present your concerns to the Board of Management through the Carer Liaison Person. They are also concerned about the quality of services and the satisfaction of the Carers

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If your concerns are still not addressed to your satisfaction, you may wish to contact an Independent Advocacy Service, or one of the key funding bodies of the Northern Carers Network.

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For information on Independent Advocacy Services contact FREE CALL 1800 052 222

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HACC Services (Ageing and Community Care)
08 8226 6852

⦿

In order to assist this process, the Northern Carers Network can arrange interpreters to be present at appointments for Carers from diverse cultural and linguistic backgrounds.

FEEDBACK FORM.

Anonymous comments are welcome, but if you are making a complaint, or require a response, please provide your contact details.

Name _____

Address _____

_____ Postcode _____

Phone No._____ Date _____

Your comment, complaint, or suggestion.

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Please continue overleaf ⇨

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